



DC HEALTH LINK IN-PERSON CONSUMER ASSISTANCE PROGRAMS

DC Health Benefit Exchange Authority

Executive Board Meeting

Monday October 19, 2015

Overview

1. Enrollment Lessons Learned & OEP3 Focus
2. DC Health Link Assister Program
3. DC Health Link Navigator Program
4. DC Health Link Certified Application Counselor Program

SECTION I:

ENROLLMENT LESSONS LEARNED & OEP3 FOCUS

DC Health Link

- Nationally recognized for OEP1 & 2 DC Health Link Assister Program best practices
- DC consumers faced many of the same challenges as consumers in other locations across the country
- Collaborations to share information with other Exchanges and partners

OEP3

- **105** trained experts available to provide in-person assistance (Assisters, Navigators, CACs)
- Build on OEP1 & 2 gains
- Uninsured and hard to reach target populations: low uninsured rate in DC means remaining uninsured are especially hard to reach
- Assister & Navigator focus on new enrollees (currently uninsured)
- Keep enrolled consumers insured via referrals to ESA, DCHL Contact Center, and CACs

OEP3

- Continuing successful OEP1 & 2 activities (Enrollment Centers; One Touch events)
- DCHBX supportive of affinity groups; targeted outreach
- Health insurance literacy
- Capacity building for sustainability
- Focused on enrollment and sharing our DC Health Link stories
- Assister participation in DC Health Link enrollment events (collaboration; co-branded materials)

SECTION I:

DC HEALTH LINK ASSISTER PROGRAM

In-Person Assister Training

- Training is a critical component of the DC Health Link Assister Program. Assister training was developed by Families USA, and Whitman-Walker Health serves as the in-person training lead. Trainers also include the DC Health Benefit Exchange Authority and the Institute for Public Health Innovation, as well as guest lecturers such as the DC Department of Health Care Finance as needs arise. Assister training includes important topics such as confidentiality and privacy & security.
- **Onboarding**: The initial certification process to become a Certified DC Health Link Assister included over 30 hours of an in-person 5-day training course that featured daily modular tests and a final comprehensive exam.
- **Recertification**: In October of each year, Assisters are required to complete an in-person mandatory training and examination in order to be recertified for the upcoming open enrollment period.
- **Continuing Education**: Assisters meet for a mandatory, half-day DC Health Link Monthly Continuing Education Meeting that features skills building and networking, as well as a chance for Assisters to share their experiences in the field. Additional training opportunities include but are not limited to: DC Health Link issue-specific policy webinars; DC Health Link In-Person IT/Tech Support Office Hours; DC Health Link IT/Tech Systems Training & Trained Expert Resource Guide; DC Health Link Speakers' Bureau Training; and DC Health Link Outreach Advisory Group.
- **Resources**: Assisters are supported via a weekly *DC Health Link Assister News* newsletter publication which includes updates and guidance, weekly Assister program manager meetings, electronic grant management tools, a DC Health Link Assisters' Resource Guide, and other job aids and resources.

Assister Grant Administration

- The Institute for Public Health Innovation (IPHI) as grant administrator, in partnership with the DC Health Benefit Exchange Authority in its funder role, ensures compliance with grant requirements and performance metrics including reporting, invoicing, and achievement of work plan goals.
- Corrective actions are taken as necessary in order to help ensure grantee and program success.

In-Person Assisters

- At present, 35 Assisters have been certified as trained experts to help consumers in OEP3.

Assister Grantee Timeline: 2-15-16

- **AME Second District RED**
- **Leadership Council for Healthy Communities**
- **The Young Invincibles**

Assister Grantee Timeline: 6-30-16

- **Community of Hope**
- **La Clinica del Pueblo**
- **Mary's Center for Maternal and Child Care**
- **Unity Health Care**
- **Whitman-Walker Health**

SECTION II:

DC HEALTH LINK NAVIGATOR PROGRAM

DC Health Link Navigator Program

- DC Primary Care Association (DCPCA) served as the District's navigator since the fall of 2013.
- In 2015, the DC Health Benefit Exchange Authority issued a Request for Application (RFA) solicitation in order to award grants to qualified applicants to serve as DC Health Link's navigator entities.
- We are transitioning many of the tools, best practices, and lessons learned from the federally-funded DC Health Link Assister Program to be used in the District-funded DC Health Link Navigator Program as we seek to grow and sustain the Navigator Program.

Navigators

- At present, 5 Navigators have been certified as trained experts to help consumers in OEP3.
- *Please note that both AME and WWH plan to shift their Assister teams to the Navigator Program post-OEP3, allowing for up to 15 Navigators.*

Navigator Grantee Timeline: 9-30-16 (4 Option Years)

- **AME Second District RED**
- **DC Primary Care Association**
- **Whitman-Walker Health**

SECTION II:

DC HEALTH LINK CERTIFIED APPLICATION COUNSELOR (CAC) PROGRAM

What is a CAC?

- CAC stands for Certified Application Counselor.
- CACs are staff and volunteers of CAC Designated Organizations who provide in-person assistance to District residents applying for individual and family health coverage through DC Health Link.
- CACs receive the same training and access as DC Health Link Assisters. CAC Designated Organizations certify staff and volunteers who meet CAC requirements and complete training. Such individuals are currently going through the full CAC certification process.

CAC Training

- The DC Health Link Certified Application Counselor program training is modeled after the DC Health Link Assister program training and consists of a 15-hour online course with quizzes and a certification exam.
- The online courses include the same course topics as the in-person training provided to Assisters. The online training is available for CACs.

CAC Hospital Based Presumptive Eligibility (HBPE)

- The District of Columbia is implementing Section 2202 of the Patient Protection and Affordable Care Act to allow Qualified Hospitals to conduct presumptive eligibility determinations in accordance with Department of Health Care Finance (DHCF) established policies and procedures.
- Hospitals currently enrolled as DC Medicaid providers can begin the process to become DC Qualified Hospitals for the purpose of conducting presumptive eligibility determinations.
- In order to become a Qualified Hospital, among other requirements, a hospital must become a DC Health Link Certified Application Counselor (CAC) Designated Organization with the DC Health Benefit Exchange Authority. Once such designation is granted, hospital staff identified to become CACs will complete the CAC Hospital Based Presumptive Eligibility training module (DHCF is expected to have full system functionality for the HPBE training module in late 2015/early 2016).
- Upon successful completion of all requirements, the Qualified Hospitals' individuals will be certified as CACs.

CACs

- At present, 65 Assisters have been certified as trained experts to help consumers in OEP3.

CAC Designated Organizations: Assister Program

- To date, 20 organizations (including 4 hospitals) have become DC Health Link Certified Application Counselor (CAC) Designated Organizations.
- *Of the 20 CAC Designated Organizations, some have CACs in training, are not active right now, or are shifting CAC resources to the grant-funded Assister Program for OEP3.*

CAC Designated Organizations: Assister Program

- **Calvary Healthcare**
- **DC CARE Consortium**
- **Elaine Ellis Center (DCPCA)**
- **Family and Medical Counseling Service (DCPCA)**
- **La Clinica del Pueblo**
- **Mary's Center**
- **SHIRE**
- **Unity Health Care**
- **Us Helping Us**
- **Whitman-Walker Health**
- **MBI Health Services LLC**

CAC Designated Organizations: Hospitals

- George Washington University Hospital
- Howard University Hospital
- Providence Hospital
- Sibley Memorial Hospital

CAC Designated Organizations

- DECO
- Green Door
- Georgetown HOYA Clinic
- Psychiatric Institute of Washington
- ROI Eligibility Services LLC

CAC Recruitment & Program Building

- Open Application Timeline – Rolling Basis
- Goal for Assister grantees to become CAC Designated Organizations
- CAC Program promotional materials
- Upload Assister training materials to CAC online training portal
- Promote CAC Program to potential partners
- Survey/get feedback from current CAC Designated Organizations
- Invite CAC Designated Organizations to engage in DC Health Link outreach and enrollment events (volunteer “give back days,” etc.)

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